

## MEETING MINUTES

### Senior Citizens Forum

- Purpose of Meeting**
1. Welcome and refreshments.
  2. Warden Services performance
  3. Landlord Services update
  4. Customer Engagement Update and Community Initiative Funding Review.
  5. Court Enquiries
  6. Future Agenda Ideas
  7. Meet and Greet Head of Landlord Services

**Date** **Wednesday 6<sup>th</sup> June 2024 at 10:00am**

**Venue** **Babington Court, Rothley**

#### Attendance:

Sally Ramalho	Principal Officer
Andrew Everitt-Stewart	Customer Engagement Officer
Pauline Greaves	Aingarh, Loughborough
John Mason	Arnold Smith House, Shepshed
Gwenn Burley	Babington Court, Rothley
Janet Bodycott	Babington Court, Rothley
Joan Crowson	Beresford Court, Shepshed
Carol Bird	Beresford Court, Shepshed
Christine Godfrey	Beresford Court, Shepshed
Jonah Nyabader	Beresford Court, Shepshed
Judith Harris	Durham Road, Loughborough
Stuart Wells	Fielding Court, Loughborough
Phil Hudson	Fielding Court, Loughborough
Janet Godwin	Grays Court, Barrow Upon Soar
Carole Merryweather	Grays Court, Barrow Upon Soar
Janice Wright	Riversdale Court, Birstall
Roger Woolley	Riversdale Court, Birstall
Steve Gamble	St Pauls Court, Syston
Jean Brutnall	St Pauls Court, Syston
Margaret Sutton	St Peters Court, Syston
Margaret Jacobson	St Peters Court, Syston
Terence Breed	Dudley Court, Sileby
Sheila Breed	Dudley Court, Sileby

Apologies	Helen Kennedy	Customer Engagement Officer
	Bellinda Mitchell	Arnold Smith House, Shepshed
	Andrew Sutherland	Martin Court, Anstey
	Jo Barfield	Martin Court, Anstey
	Jan Glass	Head of Landlord Services

## 1: Welcome and refreshments

Everyone was welcomed and all representatives introduced themselves, it was commented on how nice it was to see everyone from each court.

## 2: Warden performance

A review of the warden services monthly performance shows the following results:

- Percentage of support plans completed on time 99.09%
  - This was due to 4 customers being in hospital/long term and 1 pending appointment.
- Percentage of support plans checked 100%
- Percentage of support plans completed satisfactorily 100%
- Percentage of visits matching agreed schedule on support plan 100%
- Percentage of pull cord tests completed on time 100%
- Percentage of pull cord repairs completed 100%
- Percentage of equipment fire repairs completed 0%
  - Repairs are awaiting a visit from Fieldways to fit parts
- Percentage of customer satisfaction surveys completed 100%

### Question asked:

- Why are there no fire extinguishers in the sheltered courts anymore? *The fire service requested that they be removed during inspections, as extinguishers are quite specific depending on the fire and residents have no training in using them. Wardens are trained in the use of some however and housekeepers soon will be.*
- Why are fire notices so small and difficult to read? *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Why are fire blankets still in sheltered courts? *There is no training needed to use these.*
- It was stated that Grays Court may not have extinguishers or blankets. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- What is the procedure when fire exits are blocked? *At Arnold Smith House this is a problem next to one fire exit. Wardens should make sure that all fire exits are clear. Sally Ramalho will look into this issue and feed back to members. ACTION*
- At Dudley Court residents were told that an evacuation drill would be held, this has not yet happened. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Are first floor flats supposed to have fire escape windows? *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Most fires are internal, why are individual flats not inspected? *Voids are inspected but occupied flats are not to respect the privacy of occupants*

It was stated that the fire service is generally happy with the fire procedures employed by warden services.

## 3: Landlord Updates

Contractors for the new development work at St Michaels Court in Thurmaston are being decided on this week and three companies are being considered. The social value aspect of all tenders is a consideration. Completion of the building project should be by summer/autumn 2025.

### Questions asked:

- How will the new bungalows be allocated? *Some previous occupants have expressed an interest and they will be considered in line with the housing allocations process.*
- Will these new bungalows be sheltered dwellings? *They will be for older people and developed with their needs in mind.*

A contractor has been appointed to carry out the flood repair work. Storage has been organised for all furniture and belongings and work has commenced, this should all be completed by March 2025, although some properties will be completed before then. Funding for flood defences is being investigated.

### Questions asked:

- At St Pauls has anyone been flushing the water systems as this is done on a regular basis in voids? *Full legionnaires processes and flushes will be carried out before residents return to their properties.*
- Is anything being done about the brook flooding as this is the cause? *This is not a Charnwood Borough Council responsibility, members were advised that the local parish council may be able to give more information.*

A strategy has been presented to cabinet regarding the future of sheltered courts in the borough. Block A at Fielding Court will be decommissioned due to the extent of repairs needed to the building being too costly. A decision on the future of Block B is still to be made but residents will be given the opportunity to move out. The strategy is available to view on the Charnwood Borough Council website or if needed Customer Engagement can provide members with a copy.

### Questions asked:

- What level of rent should people who have moved out be paying, their rate at Fielding Court or the rate at where they are currently living? *Sally Ramalho will look into this issue and feed back to members. ACTION*
- There are no live in wardens anymore, why is this? *This is not a cost effective approach to the service. Residents would have to pay for any increase in service through their service charges..*

## 4: Customer Engagement Update and Community Initiative Fund review

An update to the forum was provided as follows:

The Tenant Bids that passed the Forum in March are mostly completed. There are still benches that require building at Babington Court and Beresford however this will be organised shortly. The delivery and installation of the shed for Beresford Court still needs a

date confirming, however there have been issues with staffing with the contractors but hopefully will be completed soon. The full budget has been used this year.

## Questions asked:

- When will the delivered benches at Beresford Court be built? *Customer Engagement have this scheduled to complete.*
- There was some budget left after the bids were passed, however when a member asked about putting in a new bid they were told that the budget was gone why was this? *A bid was passed for landscaping at Brook Street in Shepshed from the 2023/24 budget but due to anti social behaviour issues we were unable to carry out the work that year. As work had not started the budget could not be carried over, that work then had to be funded from the 2024/25 budget as the bid had already been passed, and the issue improvements at the site meant that the work could now be carried out.*
- Is there a cut off date for bids to be submitted? *Yes, this is the 31<sup>st</sup> of August, but this is only for submitting the bid, not for all surveying work to be done.*

The 6 Monthly tenant court meetings have concluded and will be commencing again in September 2024.

We are holding a pop-up roadshow in Birstall on 8<sup>th</sup> July, Thurmaston on the 12<sup>th</sup> August and one towards the end of the year however this date is to be confirmed.

The garden competition remains open and can apply online or paper form, judging on the gardens will take place at the end of July with an award ceremony in September.

Our Annual Tenant Networking event is on the 13<sup>th</sup> June at the Town Hall where there are many officers, contractors and support groups in attendance. The arts competition entrants will be on display and there will be refreshments, the forum was encouraged to come along.

The Tenancy and Estate Management Estate Walks are taking place on the 19<sup>th</sup> June around Tuckers Road, 19<sup>th</sup> September around Shelthorpe area and 15<sup>th</sup> October in Quorn.

We continue to hold monthly Charnwood Housing resident Forums and quarterly Editorial Panel's.

There will now be a pack for the community initiative fund which will include more information gathering, for example an attendance form and an enhanced feedback form. Examples were distributed. As the new housing standard is being introduced Customer Engagement want to gather as much information about tenant participation as possible. The benefits of this scheme are good, feedback has not always been informative enough. This is tenants' money and so the council must be transparent on how it is spent. Feedback is a good way of showing the positive work that the council does and how this can change tenants' perceptions and encourages involvement.

## Questions asked:

- Will the criteria be changed on needing an association or committee with a bank account? *Customer Engagement are looking to change this to encourage more participation.*
- Arnold Smith House has always adhered strictly to the existing criteria, so is changing it fair? *Not all courts are able to form an association or committee with a bank account because of the commitment involved.*

- Without a bank account how are people going to be held accountable if handling any excess money needed towards events? *Individuals cannot be paid by the fund, but it is understood that getting commitment to running a bank account is difficult. It is important that as many people benefit from this fund, and no one is excluded. However, we would always encourage the forming of a committee or association if possible and do offer help in doing this. The idea of the fund is to bring communities together so we try to encourage as many people as possible to take this fund up, however if events are going to be regular, we strongly recommend that a committee or association is formed so that a bank account can be used.*
- It is a good idea to open the fund up to everyone. *With a bank account you can have more flexibility on how your fund is spent so without an account we can only pay suppliers who are able to invoice us, but we do want as many people as possible to benefit from the fund.*

## 5: Court Enquiries

All attendees were asked if there were any issues within their courts.

### Beresford Court:

- The drying area wall has been looked at as it is eroded, what is happening with this? *This is currently being dealt with by repairs.*
- When will the benches from the tenant bid be built? *Customer Engagement have this booked into their calendar to complete.*
- The guttering is a big issue as it constantly overflows. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Water is gathering on the top of the new access ramp to the communal lounge. *Customer Engagement to email the contractor to investigate the problem. ACTION.*
- Are the kitchens and bathrooms on a current replacement program? *Not currently.*

### Dudley Court :

- The flat roof above the foyer needs cleaning. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- The guttering is still causing problems, this will be investigated.
- Parking is still an issue, the car park restrictions need remarking. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Is there an update on the 'handyman' situation? *The possibility of an enhanced repair service is being investigated for sheltered courts so this could provide a similar service.*
- Is it OK if friends from outside the court use the communal facilities when visiting friends? *Yes it is but it would be a good idea to clarify this by asking residents. Customer Engagement to send out a letter to residents. ACTION.*
- Could the rubbish be taken away from the existing garden sheds? *Customer Engagement to send out letters asking if there are any objections to this being removed. ACTION.*

### Fielding Court:

- Parking is still an issue. *Letters will be sent to anyone from outside the court that is not a visitor if they can be identified, but the council has no enforcement capabilities.*
- A compliment was expressed for the work the P H Jones have carried out for residents.
- Deliveries are a problem for residents with the current situation in the building. *Access options are being discussed by the council and new gates are being investigated.*

## **Babington Court:**

- Could the communal lounge be decorated? *Sally Ramalho to ask if this is on a current decorating program. ACTION.*
- The current raised beds in the communal garden are coming apart. *Customer Engagement to investigate .ACTION.*
- A dog from the bungalow next to the court is consistently entering the grounds and fouling. *Sally Ramalho and Customer Engagement to investigate. ACTION.*

## **Grays Court:**

- No issues

## **St Pauls Court:**

- When are the communal seats and cupboard doors going to be painted? The warden team leader has reported the seats as a repair and the cupboard doors are on a decorating program.
- The raised beds are in need of repair. *Sally Ramalho and Customer Engagement to see if the flood repair company can carry out this work as part of their social value commitment. ACTION.*
- Could the conservatory be replaced with a greenhouse? *No this is not possible.*

## **St Peters Court:**

- Thanks were expressed for the outside tap and hose pipes that Customer Engagement arranged to be fitted by CLC as part of their social value commitment.
- Thanks, were also expressed as repairs are currently being carried out very quickly.

## **Durham Road:**

- Thanks were expressed to Customer Engagement for the garden clearance that was carried out by St Barnabus church group and the supplies donated by Travis Perkins as part of their social value commitment.

## **Aingarh:**

- The outside taps are not working properly. *This should be reported online as a repair.*
- The guttering is consistently a problem as it overflows. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Council vans are parking in the car park and having lunch and so creating a problem. *If the van numbers are reported to the council, they will be investigated.*
- Could the garden benches and bins be cleaned? *Customer Engagement to arrange G&S to do a one off clean. ACTION.*
- Are the arbours going to be repaired? *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Residents are still waiting for an explanation of their service charge. *Sally Ramalho will look into this issue and feed back to members. ACTION*

## **Riversdale Court**

- What is the progress on the drain problem? *Sally Ramalho will look into this issue and feed back to members. ACTION*
- The gutters have the same issues as other courts. *This will be investigated.*
- Some fire doors still need inspecting. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- Could the decking be painted? *Sally Ramalho and Customer Engagement will look into this issue and feed back to members. ACTION*
- The dead shrubs need removing. *This is currently being investigated.*

## **Arnold Smith House:**

- The window that has previously been reported as a repair has still not been done. *Sally Ramalho will look into this issue and feed back to members. ACTION*
- What is the progress on the requested ramp for the bin area? *This has been quoted on and is with asset management.*

It was stated that following all 6 monthly court visits a newsletter showing progress of issues will be reinstated and distributed to all courts.

## 6: Future Agenda Ideas:

- Could community building be investigated? *It was also explained that a consultant is being employed to help Customer Engagement with various new schemes that need to be put in place and will also advise on how to get more members of the community involved with the council.*
- Could the police be invited to a future meeting, maybe to advise on safety? Customer Engagement to investigate. ACTION.

## Actions:

### Customer Engagement:

- Water gathering on the access ramp to the communal lounge Beresford Court.
- Write to Dudley Court residents to ask their opinion on non residents attending court social gatherings.
- Write to Dudley Court residents asking if items can be removed from the garden sheds.
- Investigate raised beds at Babington Court. *This has been reported as a repair by the warden.*
- Arrange a one of clean of the benches and bins at Aingarth.

### Principal Officer - Customer Engagement Older Persons Services

- Investigate the size of fire notices.
- Check fire provisions at Grays Court.
- Investigate the blocking of fire exits at Arnold Smith House.
- Investigate when the fire evacuation drill will be carried out at Dudley Court.
- Investigate if first floor flats should have escape windows.
- Investigate what level of rent decanted residents should be paying.
- Investigate the guttering program for all sheltered courts.
- Arrange a clean for the foyer roof Dudley Court.
- Investigate the remarking of the car park Dudley Court.
- Check when the communal lounge at Babington Court will be redecorated.
- Investigate the progress of the arbour repairs Aingarth.
- Arrange for the service charge explanation Aingarth.
- Investigate the fire door inspections Riversdale Court.
- Investigate the window repair in the communal lounge Arnold Smith House.

### Joint actions:

- Investigate the decking being painted Babington Court.
- Investigate the repair of the raised beds St Pauls Court.
- Investigate the dog fouling from the bungalow next to Babington Court.

**Meeting Closed At; 1:00 pm**

**Next Meeting; St Pauls Court, Syston, 4<sup>th</sup> September 2024 at 10:00am**